# iView

## User Guide

PHONAK life is on

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# Welcome

Congratulations on choosing iView, the hearing system status viewer from Phonak.
iView provides clear information about the status of the hearing system at the touch of a button. Battery life, volume level, current program and serial number can be easily monitored on the color LCD display.

Please read this manual carefully to benefit from all the features of your new iView. Ask your hearing care professional if you have any questions.

For further information, please visit the Phonak website www.accessories.phonak.com

**Phonak – life is on**

**For your safety, carefully read the chapter Important information on pages 21–27.**

# Description

① **ON/OFF button**
② **Color LCD display**
③ **Status read out button**
④ **Mini USB connection**
⑤ **Reset button**

# iView accessories

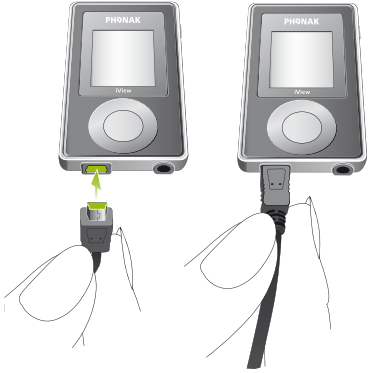
- Case
- Lanyard
- Power supply

Contents may vary depending on country.

# Getting started

## Charging the battery and general battery info

iView has an internal, rechargeable battery. To charge it, connect the charging cable to iView as shown in the picture below. Plug the other end of the charging cable into a power outlet.




**Do not use iView while charging.**

**For safety reasons, recharge the battery only with chargers supplied by Phonak.**

During the charging process, the battery symbol on the screen will flash. Once the battery is fully charged, the battery symbol will stop flashing.

Charging an empty battery typically takes about 90 minutes. It is safe to leave the charger connected overnight – the battery cannot be overcharged.

**When charging iView for the first time, leave it to charge for five hours, even if the battery symbol stops flashing.**

**A new battery's full performance is achieved only after two or three complete charge and discharge cycles.**

The iView battery can be charged hundreds of times. If the operating time of your iView reduces substantially, please contact your hearing care professional.

## Operating time

The status of the iView battery is shown with a battery symbol on the screen (see page 12). Battery consumption and the operating time greatly depend on the usage of the device. If used regulary, iView will run for several weeks before needing recharging.

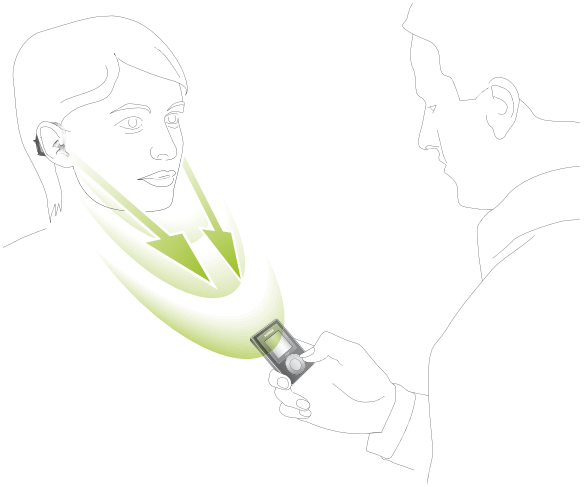
## Turning iView ON/OFF

To turn iView ON/OFF, press and hold the ON/OFF button for about a second until you see the display turn ON/OFF.

iView will turn off automatically if not used for more than one minute.

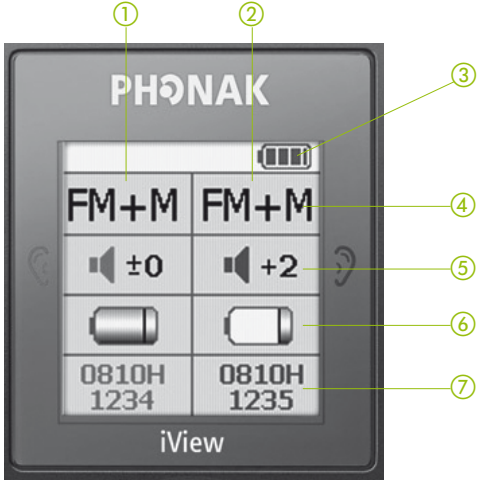
**Operating range**

The status read out range is up to 50 cm (20").



# Using iView

## Information on the screen




① Status of right hearing instrument
② Status of left hearing instrument
③ iView battery status
④ Hearing instrument program
⑤ Hearing instrument volume change in dB relative to start-up level
⑥ Hearing instrument battery status
⑦ Hearing instrument serial number

## Reading out the hearing instrument status

Press the status read out button to initiate the read out process. After the status is read out successfully, the settings for the left and right hearing instruments will be displayed.

If you are trying to read out the status of two hearing instruments, but only one is displayed, reduce the distance and try again. If it still doesn't work, check if the hearing instrument is turned on or replace the hearing aid batteries and press the read out button again.

## Displayed status information

Hearing program

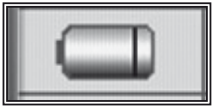
| | | |
|---|---|---|
| **A** | ▷ | Automatic |
| **P1–P5** | ▷ | Program 1–5 |
| **FM** | ▷ | Program for FM signal only |
| **FM+M** | ▷ | Program for FM signal and hearing instrument microphone |
| **T** | ▷ | Program for T-coil |
| **M+T** | ▷ | Program for hearing instrument microphone and T-coil |
| | ▷ | Mute |
| **?** | ▷ | unknown program |

Ask your hearing care professional for detailed information regarding individual hearing programs.

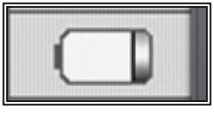
Volume settings

▷ The number shows the change in volume relative to the pre-programmed level

## Hearing instrument battery status



▷ The battery is ok



▷ The battery is approaching exhaustion and has to be replaced

Serial Number

▷ Serial number of
the hearing instruments

**Possible error messages**

In the event that the readout process fails, the following screen will be displayed:

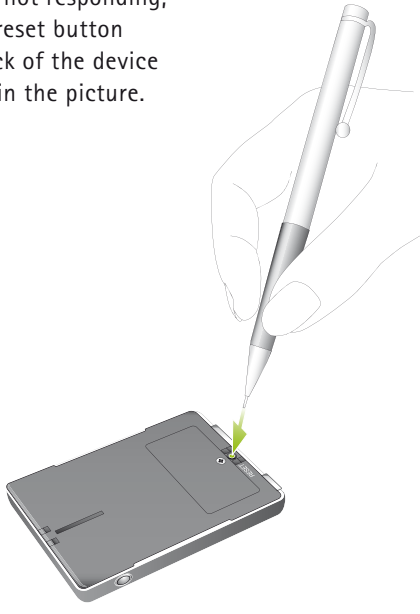
Reduce the distance to the hearing instruments and try again. If it still doesn't work, check if the hearing instruments are turned on or replace the hearing aid batteries and press the read out button again.

In the event that too many hearing instruments are in range, the following screen will be displayed:

Separate the hearing instruments that you want to read out from the others and press the read out button again.

# Reset button

If iView is not responding, press the reset button on the back of the device as shown in the picture.



# Important information

**Maintenance and care**

- Clean iView using a damp cloth. Never use household cleaning products (detergent, soap, etc.) or alcohol to clean the device.
- When iView is not in use, turn it OFF and store it safely.
- Protect iView from excessive moisture (bathing, swimming) and heat (radiator, car dashboard). Protect it from excessive shock and vibration.

## Safety notice

**Keep this device out of reach of children under 3 years.**

**Interference with medical devices**
This device uses low-power, digitally coded transmission to communicate with the hearing instrument.
Although unlikely, interference with medical devices such as pacemakers is possible. Interference should not occur with normal use when the device remains 10 cm (4") or more from the body. Therefore, it is recommended that pacemaker users do not keep this device in a breast pocket.

**External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.**

**Important points**

- The digitally-coded, inductive transmission technology used in this device is extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the device near a computer terminal or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24") away to ensure proper operation. If the hearing instruments do not respond to the device because of an unusual field disturbance, move away from the disturbing field.

- Do not use this device in locations where it is forbidden to use electronic devices.

- High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.

- Use only original Phonak accessories.

Do not make any changes or modifications to this device.

Opening iView might damage it. If problems occur which cannot be resolved by following the guidelines in the troubleshooting section of this user guide, consult your hearing care professional.

- iView may only be repaired by an authorized service center.
- The battery may only be replaced by an authorized service center.
- Do not remove this cover:

**Troubleshooting**

| Situation |
| --- |
| A question mark or the information of only one hearing instrument (if you have two) is displayed after performing the readout process |
| Message with three hearing instruments is displayed after performing the read out process |
| iView turns OFF |
| iView is unresponsive |

| Most probable cause | Remedy |
| --- | --- |
| iView may be out of range of hearing instruments | Move iView closer to hearing instruments |
| Hearing instruments may be turned OFF | Turn hearing instruments ON |
| Hearing instrument batteries may be depleted | Replace batteries |
| Too many hearing instruments are in range | Separate the hearing instruments that you want to read out from the others and press the read out button again |
| The battery is empty | Charge iView |
| iView may have encountered a software problem | Reset iView |

# Service and Warranty

Phonak offers you a comprehensive global warranty which becomes effective on the date of purchase. Please ask your hearing care professional about the details and duration. This warranty covers any repairs due to defects in material and/or workmanship. The warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the Phonak warranty null and void. This warranty does not include any services performed by a hearing care professional in their office. This warranty applies to the Phonak products listed below:

Serial number:

_____

Date of purchase:

_____

# Declaration of conformity

Phonak AG, Laubisrütistrasse 28, CH-8712 Stäfa, Switzerland declares under its sole responsibility that iView is in conformity with the following standards or other standardizing documents:

Radio: EN 300 330
EMC: EN 60601-1-2
El. Safety: EN/IEC 60601-1

Implementing the provisions of the MDD 93/42/EEC (Medical Device Directive), R&TTE Directive 1999/5/EC (Radio and Telecommunications Terminal Equipment), EMC Directive 2004/108/EC (Electromagnetic Compatibility) and LVD 2006/95/EC (Low Voltage Directive).

# Phonak distributors worldwide

| **Group companies:** | (detailed information on **www.phonak.com)** |
|---|---|
| Australia | Phonak Australasia Pty. Ltd.<br>Baulkham Hills N.S.W 2153 |
| Austria | Hansaton Akustische Geräte GmbH<br>5020 Salzburg |
| Belgium | Ets Lapperre B.H.A.C. NV<br>B-1702 Groot-Bijgaarden<br>Phonak Belgium NV, B-1700 Dilbeek |
| Brazil | CAS Produtos Médicos<br>São Paulo – SP 04363-100 |
| Canada | Phonak Canada Limited<br>Mississauga, Ontario L5W 0B3 |
| China | Phonak (Shanghai) Co. Ltd.<br>Shanghai City 200233 |
| Denmark | Phonak Danmark A/S, Nitivej 10<br>2000 Frederiksberg |
| France | Phonak France SA, 69500 Bron |
| Germany | Phonak GmbH, 70736 Fellbach-Oeffingen<br>EC Representative |
| India | Phonak India Pvt. Ltd., 100 034 New Delhi |
| Italy | Phonak Italia S.r.l., 20159 Milano |
| Japan | Phonak Japan Co., Ltd., Tokyo 101-0044 |
| Jordan | Phonak Middle East, 11181 Amman |
| Mexico | Phonak Mexicana, S.A. de C.V. 03920<br>México, D.F.MEXICO |
| Netherlands | Phonak B.V., 3439 ME Nieuwegein |
| New Zealand | Phonak New Zealand Ltd., Takapuna<br>Auckland 9 |
| Norway | Phonak AS, 0105 Oslo |
| Poland | Phonak Polska SP Z.0.0 00-567 Warszawa |

| | |
|---|---|
| Russian Federation | Phonak CIS Ltd., Moscow, 115114 |
| Spain | Phonak Ibérica S.A., 03008 Alicante |
| Sweden | Phonak AB, 117 43 Stockholm |
| Switzerland | Phonak AG, Phonak Schweiz, 8712 Stäfa |
| Turkey | Phonak Turkey A.S., 34357 Istanbul |
| United Kingdom | Phonak UK Limited<br>Warrington, Cheshire WA1 1PP |
| USA | Phonak LLC, Warrenville, IL 60555-3927 |
| **Independent general distributors:** | A complete list of Phonak distributors is available at Phonak's Internet site: **www.phonak.com.** Please visit us or ask your hearing care professional for information. |
| **Manufacturer:** | Phonak AG, Laubisrütistrasse 28<br>CH-8712 Stäfa, Switzerland |

# Notices

**Notice 1**
This instrument is certified under:

FCC ID: KWC-MYPILOT1
IC: 2262A-MYPILOT1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by Phonak may void the FCC authorization to operate this equipment.

**Notice 2**
This Class B digital apparatus complies with Canadian ICES-003.

**Notice 3**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

The CE symbol is a confirmation by Phonak AG that this Phonak product meets the requirements of directive 93/42/EEC on medical devices and the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment.
The numbers after the CE symbol are the numbers of consulted certified bodies under the above mentioned directives. The alert sign means that potential restrictions on its use are applicable in one or more EU Member States.

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This symbol indicates that this product complies with requirements for a B type applied part according to EN 60601-1.

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This symbol indicates that it is important that the user refers to associated warnings given in this user guide.

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The symbol with the crossed out disposal bin indicates that this product shall not be treated as household waste. Please hand over your old or unused product to the applicable collection point for the recycling of electrical and electronic equipment or bring your old product to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

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**Operating conditions**

This product has been designed for trouble-free operation without restrictions when used as intended, unless otherwise stated in this user guide.

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**Transportation and storage conditions**

Temperature should not exceed limits of –20°/60° Celsius at a relative air humidity of 65% for extended periods during transportation and storage.
Air pressure between 500 and 1100 hPa is not detrimental to this device.

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**Australia & New Zealand**

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**Brazil**

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**China**

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**Japan**

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**South Korea**

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Your hearing care professional

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